

### W.C. 101

F.R.O.I. process
MT State Fund Claims process and parties involved

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#### F.R.O.I. (First Report of Injury)

- What are the expectations and why important?
  - Getting claim submitted asap allows MT State Fund to start gathering details and investigating claim
    - Legal standard is within six days of receiving claim, but the sooner the better

\*There are also video resources and links available for review on the MT State Fund and the WCMB websites:

MSF - Report an Injury (montanastatefund.com)
Injured at Work (mt.gov)



#### F.R.O.I. (First Report of Injury)

To complete a FROI, you will need several pieces of required information.

First, you must have information about the **Employer** 

Montana State Fund Policy Number

Next, you will need to provide information about the **Injured Employee:** 

Name

Social Security Number

Birth Date

Gender

Mailing Address

Contact Phone \*

Hire Date \*

**Employee Classification Code** 

Job Title

Employment Status \*

Worker Type

Non-employee Detail Type

\* Required only if you are using a login

Finally, you will need to provide information about the **Accident or Injury:** 

Date of the accident or injury

Description of the accident or injury

Injured part of body

Location where accident or injury occurred

Date employer notified and to whom it was reported

Type of facility where the injured employee received treatment, if any

Whether the injured employee worked the next scheduled shift and if not, the last date worked

Whether the injured employee was off work more than 4 days

#### Does the Employer question the claim?

After submitting the claim with the minimal requirements, an MSF customer service specialist will contact you if additional information is needed. You also have the option to fill out the form in its entirety.



Montana J State Fund	OSHA Log Cas		First Repo 16-495-5020. Voice: x 4759 Helena, MT Worker	800 332-6102 59604-4759			Adjuster Date	e Stamp	
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## The available details will fill into this template document

The information available at F.R.O.I. filing will determine next contacts and steps for the claim.



#### Post F.R.O.I. filing

Who might contact you and why?

<u>Customer Service Specialist (CSS)-</u>first point of contact with MSF. May contact you if additional details are needed to establish the claim. Can also assist with online FROI.

<u>Claims Examiner-</u> the agencies have an assigned examiner or examiner team to handle their claims. Some companies in the industry also call examiners "claims adjusters". The MT State Fund examiner is responsible for the investigation of the claim, determining compensability, and paying the correct benefits. The examiner is likely to contact you when the claim is formally assigned to them and they need more information on the claim. The examiner must follow MT worker's compensation laws and regulations when considering claims. There is certain information that the examiner is prohibited from sharing with other parties.

<u>Claims Assistant-</u> there are limited situations in which you may hear from a claims assistant (C.A.) They could contact you to request employee wage information details or basic info on the claim.

Other important members of your MSF service team:

Safety Management Consultant

Underwriter

Claims Management

It is important to note that many claims will not involve or require additional contact from MT State Fund. Claims that are formally assigned to an examiner will need claim determination and likely lead to them contacting you.



#### Post F.R.O.I. filing

If the claim is assigned to an examiner, the investigation will likely include:

- The examiner may contact you to get additional information (if you note the claim as being questioned, we require that the examiner contact you for more information)
- The examiner may complete a recorded interview with the employee to memorialize the facts of the claim
- **The examiner will request pertinent medical documentation**
- On some claims, the examiner may need to enlist the assistance of an outside resource such as a Certified Rehab Counselor.
- The examiner will be working closely with other in-house resources at MT State Fund (i.e. nurse case managers, claims attorneys, claims managers, claims support team, etc.)
- The examiner may also need to write letters to the employee's treating physician (the employee will be copied on these inquiries)
- A small percentage of claims could be questionable and require even more examination. When you have credible, factual information you can consider the following:



#### Post F.R.O.I. filing

Report suspicious activity by calling our Fraud Hotline: <u>888-MTCRIME</u>. All contacts will remain strictly confidential. Employers or designated managers or supervisors should call <u>800-332-6102</u>.

One of the most important resources we have to combat fraud are tips we receive from citizens who believe that a fraudulent act has been committed. Use this partial list of indicators:

- The alleged injury occurred early on a Monday morning, or late on a Friday afternoon but was not reported until the following Monday.
- The accident was not witnessed by fellow employees.
- · The claimant delays reporting the accident.
- The time of accident was outside normal working hours or on a Saturday or Sunday.
- The injury occurred in a manner or location outside of the employee's work assignment.
- The alleged injury occurred shortly after the employee was hired.



DICAL STATUS FORM			C:	mployer ontact (formation Optional)		
Employee's Name (Last, First)	Date of Birth (mm/dd/yyyy)			rovider imestamp		
Claim Number	Date of Injury (mm/dd/yyyy)			Provider Contact Information		
Employee Released to Full Duty		Date			То	
Employee Released to Modified Duty (See V	Work Abilities)	Date			To	
Employee May Work Limited Hours:	Hours Per Day	Date			To	
Employee May Work Part-time:		Date			To	
Employee Not Released to Work		Date			To	
Capacity Duration (Estimate Days): 1-	-10 11-20	21-30	30+	Permanent		
Blank Space = Not Restricted (NR)	Continuous	Frequ	ent	Occasional	1	Never
Hand/Wrist L R B	Continuous	Trequ	CITC	Occusional		110701
Grasping L R B						
Pushing/Pulling L R B						
Fine Manipulation L R B						
Reaching L R B						
Bending						
Climbing						
Lifting 01-10 lbs.						
Lifting 11-20 lbs.						
Lifting 21-25 lbs.						
Lifting 26-50 lbs.						
Lifting 51-70 lbs.  Number of Hours Employee May: Sit List Other Restrictions:	Stand		Wal	k		
Employee Signature Provider			Date Date			
Signature						

## Documents you are likely to see for a claim

The medical status form is designed by Labor and Industry.

Due to the private, sensitive nature of certain employee information there are three "versions" of the document.

This document is the "employer version".



DICAL STATUS FORM			Employer Contact Information (Optional)	
Employee's Name (Last, First)	Date of Birth (mm/dd/yyyy)		Provider Timestamp	
Claim Number	Date of Injury (mm/dd/yyyy)		Provider Contact Information	
Employee Released to Full Duty		Date		To
Employee Released to Modified Duty (See W	/ork Abilities)	Date		To
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Employee May Work Part-time:	riodis i er bay	Date		To
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Hand/Wrist L R B	Continuous	rrequent	Occasional	Never
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Pushing/Pulling L R B				
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Lifting 01-10 lbs.				
Lifting 11-20 lbs.				
Lifting 21-25 lbs.				
Lifting 26-50 lbs.				
Lifting 51-70 lbs.				
Number of Hours Employee May: Sit List Other Restrictions:	Stand	V	√alk	
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Employee Signature		Date	e	
Employee Signature Provider Signature				
7 Signature		Date	•	
Copy of Medical Status Form to Employee		Date of Next Vi	sit	

## Claim communications and details that can be shared

Typically the employer version of the medical status form is a great starting point.

Communication should be frequent between the examiner and agency to determine if the agency can bring an employee back to work with work restrictions.

The medical status form should provide details to guide that conversation.

MT State Fund claims staff <u>cannot</u> share:

step in to assist and look for solutions.

Employee diagnosis or medical treatment plan

If a medical provider is not providing complete medical status, MT State Fund has a medical team that can



# Questions? Discussion time

# Montana # State Fund